

TOWN MANAGER

Position Purpose:

The purpose of this position is to perform professional management work overseeing the management of overall town services with specific responsibility for departments under the jurisdiction of the Board of Selectmen; performs all other related work as required.

Supervision:

Supervision Scope: Performs highly responsible work of a complex nature, requiring the exercise of considerable independent judgment. Provides professional advice to a variety of officials, departments, boards and committees concerning the development, implementation and administration of the policies, goals, regulations and statutory requirements related to the administration and operation of the Town. Analyzes difficult administrative problems and recommends solutions, managing diverse projects, recommending long and short range goals, motivating and coaching managers, and coordinating the activities of many independent boards, commissions and departments.

Supervision Received: Works under the policy direction of the Board of Selectmen with considerable latitude for independent judgment and action. Assumes responsibility for developing and achieving the department's goals and objectives. Works under the jurisdiction of federal, state and local laws and procedures. Works under the orders and directives received from town meeting, and in accordance with the Town's Charter.

Supervision Given: Supervises directly and through subordinate managers more than 41 full-time-equivalent employees. Manages operating and capital budget between \$5 and \$6 million. Provides professional guidance to boards and committees.

Job Environment:

Work is performed under typical office conditions; required to work outside of the normal business hours and attend frequent evening meetings. Also, may be contacted at home at any time to respond to important situations and emergencies.

Operates a computer, telephone, copier, and other standard office equipment.

Makes frequent contacts with other town departments, vendors, state and federal governmental agencies. Contacts involve furnishing routine information as well as discussing complex financial issues

Has access to town-wide confidential information such as personnel records, payroll records and retirement records.

Errors could result in significant confusion and delay, loss of division services, and have town- wide financial repercussions; errors could cause exposure for the town to certain legal liabilities.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Serves as Chief Administrative Officer for the Board of Selectmen; prepares the Board of Selectmen's agenda and attends all meetings of the Board and other boards and committees as necessary, and acts for the Board in accordance with established policies. Develops policy proposals and recommends policy alternatives to the Selectmen. Brings to the attention of the Board all information relevant to the performance of the Office of the Selectmen.

Coordinates Town operational policies, rules, regulations, and procedures and submits them to the Selectmen for approval.

In conjunction with Selectmen, establishes Town objectives, policies and services. Hires key executives, directs the leadership team, establishes performance goals and targets, assesses performance and institutes corrective action as necessary to improve Town efficiency, effectiveness and customer service.

Represents the Board of Selectmen on a daily basis; executes the policies of the Board in areas of municipal management, administration, coordination and supervision. Exercises administrative authority over town departments, commissions, boards, committees and officers under the jurisdiction of the Board.

Keeps the Selectmen fully advised regarding all departmental operations, the availability of federal funds, grants, fiscal affairs, problems, administrative actions and long range needs of the town.

Investigates and makes recommendations on questions coming before the Board for a decision; initiates special studies with the approval or at the direction of the Board.

Supervises department heads and senior professionals appointed by the Board of Selectmen and provides guidance to other municipal boards, committees and commissions; provides assistance in program planning, grant management, personnel management, and budget development; makes recommendations to the Board of Selectmen in conjunction with department heads regarding departmental operations.

May serve as Chairperson on statutory and ad hoc committees; may serve as the Board of Selectmen's designee on other committees and boards.

Responsible for the preparation and presentation of the Town's annual operating budget and capital budget to the Board of Selectmen and Finance Committee. Responsible for the development and revision of the capital improvement program; responsible for the preparation of annual and special town meeting warrants; responsible for the town report. Monitors financial condition of the town. Supervises the maintenance of financial records. Signs warrants for payment of the Town's obligations.

Reviews budget reports, financial statement, request for the proposal and other documents; make recommendations and forward documents for further action as required.

Supervises, directs and coordinates municipal services under the jurisdiction of the Board of Selectmen; coordinates and cooperates with the Planning Board, Appeals Board, Conservation Commission, Board of Health, Library Trustees, Board of Assessors, Personnel Board and other boards, commissions and committees.

Manages the town's personnel system; consults with the Personnel Board regarding personnel issues and policies; makes recommendations for modifying personnel policies and practices. Manages the functions of staffing, performance management, training and development, compensation, labor and employee relations, benefits, and occupational safety. Enforces personnel policies and by-laws.

Initiates the filling of vacancies in municipal positions, including department head positions, committees, commissions and boards in cooperation with department heads. Recommends hiring and firing and disciplining of municipal employees under the jurisdiction of the Board of Selectmen for the Board's approval.

Acts as Principal Collective Bargaining Agent. Coordinates all labor negotiations and grievance procedures as directed by the Board of Selectmen; evaluates and renders decisions and/or advises the board of Selectmen on employee grievances as required by respective collective bargaining agreements.

Serves as the Town's Americans with Disabilities Act Director and Affirmative Action Officer; administers the Town's affirmative action program.

Oversees the maintenance of the Town's physical facilities, and capital assets.

Serves as Chief Procurement Officer; supervises the Town's purchasing practices. Executes contracts on behalf of the Town to authorized limits. Coordinates purchasing of supplies, materials, and equipment for departments under the jurisdiction of the Board of Selectmen. Reviews purchases by other boards and committees to ensure the process conforms to state and local laws and regulations. Responsible for ensuring a complete inventory of Town property. Manages the Town's insurance programs and serves as the primary contact with insurance providers.

Coordinates the Town's response to local emergency situations.

Conducts regular staff meetings with department heads; reviews program goals and objectives with department heads; evaluates performance and effective utilization of staffing, finances and assets.

Coordinates litigation and legal opinions between the Selectmen, Town Counsel, special counsel and various boards, departments, committees and commissions.

Serves as the Town's interface between town boards/committees and Town Counsel; authorizes and monitors the use of Town and special Counsel as well as all outside consulting services.

Researches and analyzes current practices and trends in local government administration; prepares management reports, policy statements and other materials for consideration by the Board of Selectmen and other boards and commissions.

Serves as principal spokesperson for municipal services with the media; prepares news releases.

Responds to inquiries, complaints and problems, and provides assistance to department heads, town staff, local and state officials, and business and community leaders, citizens, the news media and the general public. Resolves the more difficult customer service issues.

Mediates grievances and complaints from Town employees; represents the Town in grievances and lawsuits.

Attends county, regional, state and federal meetings as the representative of the Selectmen.

Supervises the issuance of licenses and permits, and the scheduling of hearings.

Establishes and maintains relationships with local community organizations, groups and residents.

Maintains knowledge of practices and trends in local government management by attending professional seminars and conferences and networking with other town Managers and Town Administrators.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

Master's degree in public administration, business management or closely related field; five to seven years of experience as a municipal administrator; experience with town meeting process; or any equivalent combination of education and experience.

Special Requirements:

Valid Massachusetts driver's license

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the principles and practices of public finance, budget management, personnel management, collective bargaining, and intergovernmental relations. Comprehensive knowledge of the functions of municipal government. General understanding of the interaction between local government, state government and federal government. General knowledge of Massachusetts General Laws as they apply to municipal government. Working knowledge of public administration, practices and general office procedures. Sufficient knowledge of emerging technologies and to recognize its value to the Town.

Ability: Ability to plan, organize and direct the preparation of reports, analyze problems, and formulate recommendations. Ability to speak and write effectively. Ability to establish and maintain effective working relationships with all town employees, board/committee members, officials and the general public. Ability to conceptualize and put into operation department and town-wide goals and objectives. Ability to plan, organize, evaluate and control the administration of town programs. Ability to prioritize multiple tasks, act decisively in emergency situations under considerable time pressure.

Skill: Excellent fiscal and supervisory skills. Skill as a strategic thinker experience in bringing divergent perspectives to agreement around key public policies and programs. Professional skills related to customer services. Skill in mediation, conflict resolution and leadership. Strong financial and budgetary skills and analytical skills. Advanced skill in utilizing a personal computer for word processing and spreadsheets. Computer proficiency.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Lifts/moves objects weighing up to 25 pounds, files and types on a keyboard at a moderate speed. Operates automobile to perform in-town and out-of-town travel to transact town business; travel to night meetings are common place in order to confer with

the Board of Selectmen and other town bodies. Regularly conveys information to the public.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)